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U.S. Environmental Protection Agency's People Plus Human Resources & Systems

Operation Support Services

June 11, 2008

REVISED Performance Work Statement (PWS)

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*U.S. Environmental Protection Agency's People Plus Human Resources & Systems
Operation Support Services*

*June 11, 2008
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1. Background and Objectives

1.1 Introduction

The Contractor shall provide all services, materials, supplies, supervision, labor, and equipment, except that specified as government furnished, to perform Human Resources and System Operation Support services for the Office of Human Resources' Information Technology Division (ITD). The Contractor shall provide services in accordance with the terms, conditions, and specifications of this contract. In accordance with the requirements outlined in the PWS, the period of performance for this task order consists of one base year with four one year award term periods.

1.2 Background

1.2.1 Organizational Structure

The Information Technology Division (ITD) is a component of the Office of Human Resources (OHR) within the Office of Administration and Resources Management (OARM). The Office of Human Resources is located in Washington, DC at EPA's headquarters site in the Federal Triangle complex; the office consists of six divisions: Human Capital Management, Employee Development and Services Division, Human Resources Policy Division, Headquarters Operations Division, Executive Resources

Division and Information Technology Division.

This task order will focus on Human Resource system support services, which is supported by the Information Technology Division.

1.2.2 Information Technology Divisions' Functions

ITD is responsible for Information Technology (IT) planning, development and support for human resource services that affect EPA staff Agency-wide. The Director of Information Technology Division is the principal advisor to the Director of the Office of Human Resources on all major human resources technology systems and internal IT support and operations. The Director maintains close coordination with other pertinent EPA offices involved in IT development and provides input to Agency human resources information systems technology.

The ITD provides national leadership in conceptualizing and developing strategic systems to automate human resources at EPA. This includes conducting system research to determine applicability of automating a full range of human resource (HR) information and processes, including but not limited to:

- o Direct access to HR information by line managers and HR professionals*
- o Employee self-service systems and/or electronic applications*
- o Modeling capabilities to support strategic decision-making*
- o Workforce analysis support*
- o Serves as the liaison with the Office of Environmental Information and Office of the Chief Financial Officer on IT issues and concerns.*
- o Provides national leadership in the deployment, implementation, management and maintenance of human resources management systems.*
- o Provides for systems budget formulation and contract oversight*
- o Provides desktop support for OHR staff*

1.3 Management

1.3.1 Contracting Officer

The term Contracting Officer (CO) is used throughout this document. The term CO refers to the only person with the authority to obligate government funds and enter into, administer, terminate contracts. The CO will designate a specific technical representative, henceforth designated as the Contracting Officer Representative (COR) who may delegate contract oversight and technical work approval authorities to specific government personnel as approved by the CO.

1.3.2 Transition of Plan

After the task order has been awarded there will be a transition period of one month. During the transition period, the Contractor shall assume full responsibility for all areas of operation in accordance with the requirements outlined in the Performance Work Statement. They shall take all actions necessary for a smooth transition of the operations. During the transition period, the Contractor shall at a minimum:

- Provide project management and supervision for on-site contract personnel
- Develop and submit any required deliverables
- Participate in post-award meetings as required
- Review pertinent documentation and acquire necessary training to support the services listed in section 3
- Complete the hiring of required staff before the end of the transition period

1.3.3 Close-out Plan

Upon completion of this contract, the Contractor will be required to develop a close-out plan. The close-out process should be performed in an orderly manner that will not disrupt day-to-day operations. The Contractor shall implement procedures to address at a minimum the following:

- Train and transfer contract task and responsibilities to the successor
- Prepare a complete inventory of government owned equipment

Ensure all system documentation, including training manuals, Standard Operating Procedures (SOP), user and technical guides, have been provided to the COR

Reconciliation of all financial accounts, requisitions, and work-in progress

The plan shall be submitted to the COR and Contracting Officer two months prior to the contract completion date. All modifications to the plan shall be sent to the COR and Contracting Officer for approval prior to implementation.

1.3.4 Period of Performance

Base Period beginning Date of Award through 09/30/2009

Award Term Period I 10/01/2009 through 09/30/2010

Award Term Period II 10/01/2010 through 09/30/2011

Award Term Period III 10/01/2011 through 09/30/2012

Award Term Period IV 10/01/2012 through 09/30/2013

1.3.5 Funding

This Task Order will be incrementally funded.

1.4 General Administration

1.4.1 Project Management Meetings, Conferences, and Briefings

The Contractor shall attend, participate in, and furnish input to on-site and off-site meetings, conferences, and briefings that relate to the contracted functions and services as directed by the COR. The Contractor will be required to participate in monthly project status meetings and possibly two off-site meetings per year that would require travel. Meetings may extend past normal working

hours. The government will reimburse the Contractor for off-site meetings where travel expenses are incurred, however reimbursements will be limited to necessary expenses only and will not exceed Federal Travel Regulation allowances.

1.4.2 Attendance. The Contract Project Manager shall attend all monthly project status meetings and other meetings as required by the COR.

1.4.3 Reporting Requirement. Meeting reports shall be provided to the COR within the required time frame. The report shall include an overview of discussion, action items, decisions, issues and any other pertinent information.

1.4.4 Agency Interest. The Contractor shall notify the COR immediately on matters within the scope of this contract, which affect ITD, government funds, or satisfactory performance of this contract.

1.4.5 Federal Holidays. Unless specified by higher authority, all Government offices will be closed, except for essential personnel required for in-house operations, during federal holidays. The Contractor shall not schedule routine work on federal holidays, unless approved by the COR. The federal holiday's are as follows:

New Years Day
Martin Luther King, Jr. Birthday
Presidents Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day

1.4.6 Hours of Operation. The Contractor must be physically located on-site

at 1200 Pennsylvania Avenue, NW Washington, DC. All exceptions must be approved by the COR. On-site support is needed from 8:00am–5:00pm daily for troubleshooting technical and user problems, coordination efforts with supporting EPA offices, and to attend regularly scheduled mandatory meetings. The Contractor may be required to work overtime to complete a project and/or provide support during an emergency. The COR must approve all overtime/comp time.

1.4.7 Invoices. The Contractor should include the category (i.e. PeoplePlus O&M, reports, HR LOB) total monthly hours per labor category, cumulative hours and period of performance on the monthly invoices.

1.4.8 Award Terms.

The Contractor is eligible for an incentive award after the first year if the Contractor receives an outstanding performance rating. The task order will be evaluated six months from the award date. Depending on the results of the evaluation, the Contractor will be given an option to extend services for an additional six months after the completion of one year. The period of performance for this contract is one year base period, with four one-year option periods. Therefore, the task order will be evaluated at least every six months. In the event that the contractor has performed less than satisfactorily (fair, poor, unsatisfactory) on an individual task order line item during a contract year, EPA reserves the right to require the contractor to correct the deficiencies, as provided in FAR 52.246-6 Inspection- Time and Material and Labor-Hour and/ or remove work assigned to the contractor for a task order line item that is rated overall poor or unsatisfactory. The rework request will be documented on a quality assurance surveillance plan mechanism for documenting discrepancies associated with contractor's deliverables/outcome, e.g. Surveillance Activity checklist. The government reserves the right to increase surveillance activities of similar type work and may request revision of the contractor's Quality Control Plan, at no additional cost to the government.

Not Granting or Cancellation of Award Term Incentive

The Government has the unilateral right to not grant or cancel an award term incentive period and the award term incentive plan for that period in the task order if:

- 1. The Government no longer has a need for the award term at or before the time an award term is to commence or*
- 2. The Government notifies the contractor in writing it does not have funds available for the award term period; or*
- 3. The contractor has failed to achieve a score of good (3.0) or better for more than one evaluation period, or the Contracting Officer (CO) has failed to initiate an award term incentive period, regardless of whether the contractor's performance permitted the CO to consider initiating the award term incentive period.*

1.4.9 Award Term Availability of Funds

Funds are not presently available for any award term. The Government's obligation under any award term is contingent upon the availability of appropriated funds from which payment can be made. No legal liability on the part of the Government for any award term payment may arise until funds are made available to the Contracting Officer for an award term and until the Contractor receives notice of such availability, to be confirmed in writing by the Contracting Officer

1.4.10 Security and Privacy

1.4.10.1 Security Clearance/Background Checks

Clearance Required: All personnel must have a National Agency Check and Inquiries (NACI).

Homeland Security Presidential Directive-12 (HSPD-12) is a Federal Government wide initiative to enhance security, increase Government efficiency, reduce identity fraud, and protect personal privacy by establishing a mandatory, Government-wide standard for secure and reliable forms of identification issued by the Federal Government to contractors and their employees.

Upon award, the Contractor shall submit a completed HSPD-12 form to provide information to the contract-level Contracting Officer Representative (i.e., Project Officer) to initiate the badging process. This requirement applies to contractor and subcontractor employees requiring access to EPA facilities or EPA information systems. If there is a requirement for contractor or subcontractor employees to have on-site access for at least 24 hours a week for at least 6 months a year they will be required to undergo a background investigation in order to receive an EPA Personnel Access and Security System (EPASS) badge.

The template was developed to assist in providing a uniform format for the transmission of the required contractor employee information. The template contains drop down menus when entering data in various data cells, i.e. Employee Type, Program Office, Work City and State, Birth State, Birth Country, Citizenship, Previous Investigation and Investigative Agency. Click here for the Template "[Contract People Template](http://www.epa.gov/oam/tempxls.xls)", <http://www.epa.gov/oam/tempxls.xls>

Please see the Attached Word document titled, Personal Identity Verification (PIV) Procedures for Contractor Personnel.

Also, please review Executive Order: Amending Executive Order 12989 which discusses new requirements regarding the use of Department of Homeland Security's E-Verify. <http://www.whitehouse.gov/news/releases/2008/06/20080609-2.html>

1.4.10.2 Identification Badges

Contractor personnel shall carry identification badges at all times when performing work under this task order or while in Government facilities and shall ensure that the badge is displayed at all times in accordance with local protocol. The Contractor shall not misuse his/her badge authority to solicit services from other EPA offices. The Government will collect the badges upon completion of services and or voluntary/unexpected terminations.

1.4.10.3 Physical Access

The Government will issue keys and/or door codes to contract personnel as appropriate for each facility. All keys will be issued to individual employees and not transferable. The Contractor shall maintain records to ensure accountability of keys. The Contractor is responsible for ensuring that keys are not lost or used by unauthorized persons. The Contractor shall not duplicate Government keys unless authorized by the Government. Upon termination, the employee shall immediately return his/her identification badge and keys to the Government.

1.4.10.4 EPA Standards and Federal Policy

The Contractor must abide by all EPA regulations, policies, and procedures while in effect during the task order period of performance. As a minimum, the Contractor shall conform to and abide by the following:

Federal Policies and Regulations

Government Paperwork Elimination Act (GPEA)	http://www.whitehouse.gov/omb/inforeg/gpea_progress_rpt2003.pdf - 155.2KB
Records management guidance for agencies implementing electronic	http://www.whitehouse.gov/omb/memoranda/m00-15.html - 29.6KB

<i>signature technologies</i>	
<i>Information Technology Management Reform Act</i>	<u>http://www.whitehouse.gov/omb/memoranda/m97-07.html - 29.3KB</u>
<i>Electronic Signatures in Global and National Commerce Act (ESIGN)</i>	<u>http://www.whitehouse.gov/omb/memoranda/m00-15.html - 29.6KB</u>
<i>Section 508 Compliance</i>	Http://www.access-board.gov/sec508/508standards.htm
<i>Government Information Security Reform Act</i>	http://www.whitehouse.gov/omb/memoranda/m01-08.pdf
<i>Federal Information Processing Standards Publications (FIPS PUBS)</i>	http://www.itl.nist.gov/fipspubs/
<i>Privacy Act Policies</i>	http://www.whitehouse.gov/omb/memoranda/m01-05.html
<i>OMB Circular A130</i>	<u>http://www.whitehouse.gov/omb/circulars/a130/appendix_iii.pdf - 57.7KB</u>
<i>OMB Memorandum on Agency Architecture Development</i>	http://www.whitehouse.gov/omb/memoranda/m97-16.html
<i>FEMA Guidance for COOP</i>	http://www.fema.gov/pdf/library/fpc66.pdf

EPA Policy and Procedures

<i>Information Technology Architecture Roadmap (ITARM)</i>	http://basin.rtpnc.epa.gov/ntsd/ITARoadmap.nsf
<i>EPA Web Guide</i>	http://www.epa.gov/webguide/index.html
<i>Agency Network Security Policy Order Number 2195.1A4</i>	http://intranet.epa.gov/rmpolicy/ads/transorders.htm

2. Project Management

The Contractor shall manage the scope, schedule and cost of all task order related activities in accordance with the PWS and the Contractor's approved Work Plan. The task order schedule shall conform to EPA schedules for system modifications, interfaces and migrations as identified in this PWS. The Contractor shall plan, manage and perform all contract activities in accord with both project management and system development best practices.

2.1 Project Planning and Management

The Contractor shall manage all work conducted under this task order, including project planning and scheduling, staffing, quality assurance, configuration management, risk and issue management and financial management, earned value management, progress and status reporting.

The Contractor shall staff the project with an appropriate number of highly qualified staff in order to satisfy program objectives, and organize this staff to maximize efficient sharing of the workload, effective communications, and knowledge transfer and re-use.

The Contractor shall establish a formal team responsible for efficient and effective administration and control of all work performed under this task order. The Contractor shall ensure that a clear line of project authority exists among all organizational elements (including subcontractors) and shall establish roles, responsibilities, and reporting requirements for each organizational element. The Contractor shall ensure that adequate resources are dedicated to satisfy the requirements of any planned activity. The Contractor's program organization shall be adequately flexible to respond rapidly to changes as the program evolves. Work will be performed at the EPA Headquarters site at Federal Triangle, Washington, DC.

The Contractor shall maintain Project Management Plan's (PMP) for all major projects. The PMP shall describe activities and detail work products and deliverables to be provided during the base year of the contract. The PMP shall detail the Contractor's organization and management processes. The Contractor shall maintain the PMP as required. Updates will be made on an as-required basis to reflect changes and updates in particular management processes or changes in Government requirements.

The Contractor shall deliver and maintain an integrated Master Project Plan (MPP) in Microsoft Project. The MPP shall include the higher levels (to the 4th level at a minimum) of the task order Work Breakdown Structure (WBS), task order and government milestones, activity start and completion dates, deliverable due dates, as well as dependencies among WBS activities. The Contractor shall also develop and maintain detailed project schedules and staffing plans for each of the major projects and activities to be performed by the Contractor during the base year of the contract. The master and detailed program schedules shall be developed in coordination with the government and shall be maintained on a regular basis. Detailed project schedules will be reviewed with EPA staff on a regular basis and will be maintained in a central location for shared access by all EPA and Contractor personnel. The Contractor shall develop and maintain detailed project plans for each major activity or project identified on the MPP.

2.2 Status Reporting and Communications

The Contractor shall provide regular status reports, including monthly status reports, weekly project status reports, monthly system reports (i.e. performance, backups, system availability, storage capacity) and other information required by the government to support the performance objectives as outlined in this PWS.

The monthly status reports, at a minimum should include, status of task orders in progress; financial and schedule status; staffing requirements and issues; review of milestones; issues and risks; technical accomplishments; and planned activities.

The Contractor shall continue to provide weekly status reports summarizing progress against planned activities for the week. The weekly report shall be made available on the day specified by the COR.

3. Information Technology Support Services

3.1 PeoplePlus System

The Environmental Protection Agency's personnel and Time and Labor functions are performed by the Agency's PeoplePlus system. PeoplePlus is an integrated application that uses Oracle's PeopleSoft human resource, benefits, time and labor modules. EPA's Office of the Chief Financial Officer (OCFO) and the Office of Administration and Resource Management (OARM) implemented PeoplePlus in October 2004.

PeoplePlus is the Agency's centralized system for HR and employee benefits data. It is the official repository for HR data on employees, positions, and organizations. It is the core of human resource activities that support human capital management.

PeoplePlus HR (PPL HR) application is a solution for managing an employee's entire lifecycle. It automates many of the administrative tasks that occupy a great deal of time, allowing HR staff to focus on core business functions. By streamlining certain administrative tasks, human resource managers can focus on strategic activities such as recruitment, workforce planning, and competency management to align employee skills with organizational objectives.

PeoplePlus is the backbone of personnel administration; it has automated tasks such as time and labor processing, benefits administration, pay/step and grade administration, history/turnover analysis and position control. The system allows staff to perform routine HR processes in a more efficient and timely manner. They are able to access the information immediately and generate reports to make informed management decisions. The application streamlines the routine activities and brings consistency and clarity to HR processes and procedures.

The PeoplePlus system provides the following benefits to the Agency:

Ability to record, review and approve time and attendance information online

Standardized and easier access to human resources data, reporting, and decision-making processes

Increased system flexibility to readily adapt to changing needs and requirements

Effective and efficient infrastructure to integrate with other Federal and Agency administrative and programmatic systems

Reduced operating cost

Increased system flexibility to more easily adapt to changing needs and requirements both within and outside the Agency

Improved systems security and data integrity and

Reduced administrative burden for staff involved in Time and Labor and human resource operations.

This task order supports the human resources functionality of PeoplePlus which is based on PeopleSoft HRMS-Federal (version 8.3) and is integrated with PeopleSoft time and labor modules.

3.2 Goals and Objectives

The current contract will expire in FY2008 and will be replaced by this PeoplePlus HR (PPL-HR) task order. The scope of the PPL-HR task order will cover the HR portion of operations and maintenance (O & M) and may include the implementation of other PeopleSoft modules, such as ePerformance and Learning Management System (LMS). The main goals of this task order are as follows:

Ensure a smooth and successful transition of functions from the current Contractor

Ensure the availability and reliability of the PPL development environment

Complete all efforts to plan, analyze, design, implement and deploy fixes and/or enhancements to the production human resources management system

Provide improved support for the preparation and dissemination of reports management

Maintain the three Enterprise Human Resource Integration (EHRI) interfaces- eOPF, CPDF, and e-Training

Maintain system documentation

Identify and implement any activities necessary to ensure a smooth and successful transition of IT systems to the e-government HR LOB Shared Service Center (Optional Task)

Implement system modules for ePerformance, LMS and Position Description Library (Optional Task)

3.3 Information Technology (IT) Support Services (Operations & Maintenance)

The required IT support services cover operations and maintenance work that is needed to sustain the PeoplePlus system. The following tasks must be performed at an acceptable level throughout the term of the contract.

3.3.1 Maintain PeoplePlus Human Resource System

Operations and maintenance support for PeoplePlus includes the following areas: database administration, infrastructure support, report management, problem resolution and system customization/upgrades.

3.3.2 Database Administration – *The Contractor shall perform PeoplePlus and oracle database administration, which includes, but not limited to, archiving, upgrades, consistency checks, patches/fixes, maintaining indexes, performance tuning, retrieval functionality, migration, monitoring, replication issues, and space*

management.

3.3.3 Infrastructure Support – The Contractor shall ensure that all PeoplePlus development systems remain available and operational, unless a scheduled shutdown is required for maintenance. The Contractor shall be responsible for backup and recovery activities including onsite and offsite storage of backup media. The Contractor shall be responsible for all monthly maintenance activities, including reboot, updates to software and firmware, replacement of defective hardware that was not a critical replacement during production hours, and any other maintenance activities deemed necessary to continue the smooth operations of PeoplePlus development systems. The Contractor shall operate, administer, and maintain the hardware and system and application software required to keep the PeopleSoft Development applications available for use by OHR and OCFO users as appropriate.

In addition, the Contractor shall monitor the life expectancy of the hardware and software and inform the COR if upgrades are needed to prevent equipment and software from being outdated and/or no longer supported by the vendor. Upon approval from the COR, the Contractor shall perform fit gap analysis to compare the vanilla PeopleSoft v8.9 or higher with the current v8.3 to determine the number of custom changes that will need to be migrated. The Contractor shall also assist with maintaining the project plan, preparing test scripts and performing regression testing.

The Contractor shall be responsible for tracking key system metrics which indicate system availability, performance, usage, and capacity. Metrics should include system availability and system downtime; system response time (e.g., average user response time for each system); and system load, capacity and utilization (e.g., CPU, database, and memory utilization and capacity). These metrics, together with any planned and unplanned system events and activities, shall be tracked and provided to the government on a regular basis (either weekly or monthly).

The Contract will be required to use the following software to support the system:

PeopleSoft, Quest Software (Toad and Stat) and Oracle.

3.3.4 Report Management – The Contractor shall be responsible for developing, modifying, and executing new and existing HR reports for EPA staff agency-wide. HR reports will be generated in PeoplePlus using SQR programming or Query Manager. Therefore, the Contractor assigned to this task must understand PeopleSoft's HR module in order to generate reports from PeoplePlus. This includes formatting the data statistically so that it can be displayed on the web or downloaded into a software package such as Excel. In addition, to generating and modifying reports, the Contractor shall have to develop an overall Reporting strategy for troubleshooting report issues, documenting report procedures and providing one-on-one and/or group training to EPA HR Report Managers. Specific responsibilities would include:

Confer with HR staff to identify needs and recommend reporting solutions and strategies to more effectively serve HR staff as well as other agency employees.

Interface with Human Resource personnel to evaluate business requirements for enhancements or modifications for reports.

Review several existing PeopleSoft reports to identify and correct instances of inefficiency.

Define functional specifications for new report enhancements, ad hoc and standard report requests.

Respond to requests for ad hoc queries to meet the requirements of Human Resource management and staff.

Assist in automating and streamlining processes to enhance information and report accuracy (e.g. converting a manual report to a scheduled process)

Develop and maintain OHR departmental reports, forms and queries by extracting data from PeopleSoft tables using PeopleSoft query tool and SQR.

Create documentation to support any process changes associated with creating or modifying existing reports or data requests.

Work with users to provide acceptance testing of new report features or systems enhancements.

Recommend solutions to enhance the report process to prevent performance and degradation issues.

3.3.5 Problem Resolution – The Agency uses HR PeoplePlus Coordinators as the first Tier support to address employee system and non-system HR issues. Most of the PeoplePlus HR Coordinators are HR Specialist and there is at least one person assigned in HQ, each region and lab. If the HR PeoplePlus Coordinator is unable to resolve the issue then they will contact someone from the 2nd Tier support, PeoplePlus Customer Assistance Staff (PPL CAS). The PPL CAS resides in OHR's Information Technology Division; they provide technical and functional PeoplePlus HR assistance to the PeoplePlus HR Coordinators. The Contractor shall troubleshoot and correct HR system problems received from the PPL CAS. Although PPL CAS is the second line of support, if problems cannot be resolved at this level, they are then escalated to Tier 3, which is contract support staff. Contract staff is then required to analyze the ticket to determine whether the problem is caused by user error or system defect. If it is a system problem, the Contractor will recommend a solution and implement upon approval from the EPA Technical or Functional Lead.

3.3.6 System Customization/Upgrade – The Contractor shall design, develop, code, test and deploy changes to the system as needed. System modifications may be required to satisfy customer request, new interfaces, software upgrades or to comply with new EPA/Federal HR policy. These system changes should comply with Section 508 and conduct research to ensure that the code complies with 36

CFR Part 1194 – Section 508 of the Rehabilitation Act (29 U.S.C. 794d). Contractor shall follow its established and documented approach to software development and use best practices to enhance the PeoplePlus HR application when addressing new requirements, known defects, and features approved by the government.

The Contractor shall provide functional and technical support with implementing the PPL workflow modules. The PPL workflow modules enable users to electronically route and process HR documents, truly implementing a comprehensive electronic office. HR documents can be approved and processed electronically implementing a complete end-to-end process.

Configuration management and version control shall be rigorously enforced on all components of the PeoplePlus application

3.3.7 Maintaining of EHRI Interfaces – The Enterprise Human Resources Integration (EHRI) is an e-government initiative that supports the President's Management Agenda. It will support human resources management across the Federal government at all levels. There are three main EHRI initiatives, eOPF, CPDF and e-Training. When fully implemented, EHRI eOPF will replace current Official Personnel Folder (OPF) with an electronic employee record, resulting in a comprehensive electronic personnel data repository covering the entire life cycle of one's Federal employment. EHRI replaces the current Civilian Personnel Data File (CPDF) transmission to OPM, and expands the transmission from 90 data elements to approximately 500 data elements covering human resources, payroll and training. In addition, to streamlining personnel data, the EHRI e-Training initiative will support the development of the Federal workforce and through simplified and one-stop access to high quality e-Learning products, tools, and services. In support of these initiatives, three interfaces were established in order to send and receive data from OPM. Modifications may be required if additional data needs to be transferred or received.

3.3.8 Document Management

The Contractor shall maintain functional and technical requirements

documentation for all PPL-HR systems, interfaces and migrations. The Contractor shall document and maintain requirements traceability throughout the system life cycle, including, but not limited to, technical and user work instructions, standard operating procedures, and business process functionality. Documentation should be kept up-to-date as system changes are incorporated.

The Contractor will create and maintain documentation in the following areas:

PeoplePlus Human Resources Configuration Changes. As changes and/or fixes are implemented in the system, the user documentation (i.e. work instructions and SOP's) should be updated to reflect the new system functionality. This documentation should also include any routine task, such as the annual Pay Adjustment Process document.

Systems. The systems area provides detailed design, operation, and maintenance information about the systems architecture, applications, networks and platforms that comprise or support the PeoplePlus system. The documentation in this area should cover materials such as the system network design, interface design, technical operator's manuals and troubleshooting manuals, scripts and source code documentation. In addition, the Infrastructure Guide which includes capacity, performance, backup and server administration.

Training. The training area provides documentation that will aid staff in training users on new or modified system features. The documentation should be clear and concise so that a HR Specialist and HR IT staff can use them for various training scenarios.

Maintenance Trends. The maintenance trends area provides documentation on the historical usage, past performance, and problematic areas of the system and how to operate the applications used to track the system status. The maintenance information, usage tracking and statistics should already be available. It is the intent of this area that sufficient documentation exist for reasonably competent personnel to extract useful

information from the maintenance trend area.

Configuration Management (CM). The CM area will include the Configuration Management Plan, Migration Standards & Procedures, STAT Upgrades and fixes, STAT Operational Procedures, STAT Application Configuration and STAT User Guide.

The Contractor shall keep in mind that the intent of assembling and producing these documents is to ensure the PeoplePlus system continues to function without interruption, especially during the migration to an e-government Shared Service Center provider. The Contractor must strive to provide documents that adequately cover the subject and can be easily understood.

3.3.9 Configuration Management

An effective Configuration Management (CM) process is necessary to maintain the integrity of the system throughout its development life cycle and facilitate communication about the system among PeoplePlus team members, users, and other supporting organizations. The Contractor shall use the PeoplePlus Configuration Management Plan as a guide to manage the development and migration of the configuration management activities associated with the system. The Quest Software application STAT will be used to record change request, track status, obtain approvals and control the configuration and movement of PeoplePlus objects.

The Contractor will migrate daily STAT Customer Service Requests (CSRs) through development and testing environments, biweekly and emergency migrations to our production systems. The Contractor shall ensure there are no major errors and that migrations are completed in timely manner. The Contractor shall continuously strive to implement, train, maintain, and provide best practice solutions and recommendations to improve configuration management process.

3.4 Optional Information Technology Support Services

These optional tasks will be evaluated as part of the ordering activity's best value determination and although EPA is not committed beyond the basic operations and maintenance services (see section 3.3), the agency may exercise the optional tasks unilaterally, provided that: (1) funds are available; (2) the requirement covered by the optional tasks fulfills an existing government need; (3) prior to exercising the optional tasks, the ordering activity ensures that it is still in the government's best interest (i.e., that the optional tasks are the most advantageous method of fulfilling the government's need, price and other factors considered); and (4) the optional tasks do not extend beyond the period of the contract, including option year periods.

3.4.1 Migration to an HR LOB Shared Services Center (SSC)

The Human Resources Line of Business (HR LOB) is an e-government initiative designed to centralize and standardize government-wide HR processes and systems to provide common core functionality to support the strategic management of Human Capital in a cost effective manner. This initiative, led by the Office of Personnel Management, is part of the President Management Agenda to provide Government-wide, cost-effective, standardized and interoperable human resource solutions addressing duplicative and redundant HR systems and processes across the Federal Government. This task order covers the HR LOB migration of core and non-core HR processes: personnel actions, benefits processing and labor/employee relations. Upon selection of a SSC, the EPA plans to begin migrating to the SSC in FY10 and complete the migration by the end of FY11.

Interfaces may be needed to receive data from the SSC so that internal reporting can be performed. Other interfaces may be required if the Agency implements an internal Performance Management and Learning Management System prior to the migration.

The Contractor shall follow OPM's policies and guidelines and use best practices when performing the HR LOB migration. Below are the major migration phase activities documented in OPMS' Migration Planning Guidance:

- Perform a detailed fit-gap analysis*
- Devise and validate migration strategy*
- Develop and execute detailed migration plan*
- Develop and execute detailed IT project plan*
- Develop detailed data conversion specifications*
- Normalize provider and customer agency processes*
- Document new procedures; revise existing procedures*
- Identify and execute system modifications and business process changes*
- Revise job descriptions as necessary*
- Implement new job roles and responsibilities*
- Devise and execute training strategy*
- Document individual training and development plans*
- Convert and migrate data to new Shared Service Center as required*
- Perform migration cost analysis and*
- Identify and record lessons learned*

All functional designs shall consider user needs and characteristics, EPA policies, requirements from the data suppliers, and best practices from industry for similar systems. The Contractor shall work with other offices in EPA (i.e. Office of Chief Financial Officer and Office of Environmental Information), the SSC and payroll provider as appropriate to ensure that user interface designs shall be designed and documented in conformance with EPA standards. EPA understands usability testing to be important to ensure a successful user interface design; the Contractor is encouraged to employ usability testing of its designs as appropriate.

The Contractor shall ensure that all migration software and related interface software is fully documented and such documentation remains current and appropriate for each system. Test activities including EPA and SSC technical and user acceptance testing, shall be planned and carried out. Configuration management and version control shall be rigorously enforced on all components of the PeoplePlus application.

3.4.2 Implement PeopleSoft's ePerformance

The Contractor shall configure a performance management system utilizing Oracle's PeopleSoft's Enterprise ePerformance module v8.9 or higher. The goal is to streamline the Agency's performance appraisal process by automating several manual processes. This will allow managers, employees, and HR staff to collaborate on performance evaluations and goals, review performance history and monitor and manage the overall performance cycle electronically from beginning to end. The Contractor shall build interfaces, if needed to transfer data from the current PeoplePlus version to the later ePerformance v8.9 or higher.

This task will include a pilot consisting of at least one regional and one Headquarters office. EPA's performance cycles are based on fiscal year instead of calendar year, therefore the pilot will begin FY10 and the Agency-wide deployment is scheduled for FY11.

Although a more detailed requirements analysis will need to be conducted with the Subject Matter Experts (SME's), listed below are the major functions:

Create fields and records in the Agency's PeoplePlus system to store Performance Appraisal and Recognition (PAR) information

Create a page in PeoplePlus for viewing PAR data and for direct data-entry

Create translate values, prompts, and relational edits as necessary to

provide online editing from the page

Incorporate workflow capabilities to allow managers and employees to electronically route and approve their performance plan.

Create up to 6 standard reports of minimal complexity

Create a process to generate 6 printed PARS plans based on the data entered by the employee and/or manager (This request may change if the 6 different PAR plans are consolidated into one plan).

Provide the capability for a manager to delegate the creation of the PARS document to Team Leaders and/or Branch Chiefs.

Provide the capability for managers and/or Team Leaders to enter PAR ratings for employees

Provide the capability for employees to document accomplishments and training

Provide the capability to incorporate mid year and end of year evaluations.

Provide the capability to attach Performance Improvement Plan (PIP) and Performance Assistance Plan (PAP)

Establish an interface with OPM's eOPF system to transfer and store PAR plans

3.4.3 Implement Learning Management System

Implement Oracle's PeopleSoft Enterprise Learning Management v8.9 or higher to provide HR Training staff with the ability to manage their learning environment and to ensure that employees acquire knowledge and skills consistent with the EPA's objectives. This includes, but not limited to, posting course catalogs, course

registration and management approval via workflow, receiving class evaluations, certifying course completion, and securing a facility. The Contractor shall build interfaces, if needed to transfer data from the current PeoplePlus version to the Enterprise Learning Management v8.9 or higher.

3.4.4 Implement Position Description Library

This effort is based on EPA's Human Resource communities need to have the ability to easily convert existing PD's to electronic format, generate new and access standard position descriptions (PD's). This project will be conducted in three phases: Phase 1- Build a proof-in-concept model with the development environment of PeoplePlus system using OPM's Factor Evaluation System (FES) classification standard as a guide. Phase 1 was completed in October 2007; it demonstrated how managers and Position Classifiers can enter, update, search and print PD's from a central database. Phase 2-Incorporate change requests from the user feedback and add workflow capabilities to allow managers the ability to electronically approve and route PD's to the Position Classifiers and other appropriate staff. Phase 3- Provide the ability to generate PD's using three different classification standards other than FES: Narrative, Research, and the General Schedule Supervisory Guide (GSSG). In addition, provide the capability to generate standard management PD reports.

4. Conflict of Interest

4.1 Organizational Conflicts of Interest (EPAAR 1552.209-71)

(a) The Contractor warrants that, to the best of the Contractor's knowledge and belief, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest, as defined in FAR Subpart 9.5, or that the Contractor has disclosed all such relevant information.

(b) Prior to commencement of any of any work, the Contractor agrees to

notify the Contracting Officer immediately that, to the best of its knowledge and belief, no actual or potential conflict of interest exists or to identify to the Contracting Officer any actual or potential conflict of interest the firm may have. In emergency situations, however, work may begin but notification shall be made within five (5) working days.

(c) The Contractor agrees that if an actual or potential organizational conflict of interest is identified during performance, the Contractor will immediately make a full disclosure in writing to the Contracting Officer. This disclosure shall include a description of actions, which the Contractor has taken or proposes to take, after consultation with the Contracting Officer, to avoid, mitigate, or neutralize the actual or potential conflict of interest. The Contractor shall continue performance until notified by the Contracting Officer of any contrary action to be taken.

(d) Remedies – The EPA may terminate this task order for convenience, in whole or in part, if it deems such termination necessary to avoid an organizational conflict of interest. If the Contractor was aware of a potential organizational conflict of interest prior to award or discovered an actual or potential conflict after award and did not disclose it or misrepresented relevant information to the Contracting Officer, the Government may terminate the task order for default, debar the Contractor from Government contracting, or pursue such other remedies as may be permitted by law or this contract.

(e) The Contractor agrees to insert in each subcontract or consultant agreement placed hereunder provisions, which shall conform substantially to the language of this clause, including this paragraph, unless otherwise authorized by the Contracting Officer.

4.2 Notification of Conflicts of Interest Regarding Personnel (EPAAR 1552.209-73)

(a) In addition to the requirements of the contract clause entitled

“Organizational Conflicts of Interest,” the following provisions with regard to employee personnel performing under this contract shall apply until the earlier of the following two dates: the termination date of the affected employee(s) or the expiration date of the contract.

(b) The Contractor agrees to notify immediately the EPA Contract Level-COR and the Contracting Officer of (1) any actual or potential personal conflict of interest with regard to any of its employees working on or having access to information regarding this contract, or (2) any such conflicts concerning subContractor employees or consultants working on or having access to information regarding this contract, when such conflicts have been reported to the Contractor. A personal conflict of interest is defined as a relationship of an employee, subContractor employee, or consultant with an entity that may impair the objectivity of the employee, subContractor employee, or consultant in performing the contract work.

(c) The Contractor agrees to notify each Contract Level-COR and Contracting Officer prior to incurring costs for that employee’s work when an employee may have a personal conflict of interest. In the event that the personal conflict of interest does not become known until after performance on the contract begins, the Contractor shall immediately notify the Contracting Officer of the personal conflict of interest. The Contractor shall continue performance of this contract until notified by the Contracting Officer of the appropriate action to be taken.

(d) The Contractor agrees to insert in any subcontract or consultant agreement placed hereunder, except for subcontracts or consultant agreements for well drilling, fence erecting, plumbing, utility hookups, security guard services, or electrical services, provisions, which shall conform substantially to the language of this clause, including this paragraph (d), unless otherwise authorized by the Contracting Officer.

***Attachment to Work Statement
Agency Personal Verification Procedures
for Contractor Personnel
October 2006***

Background: Homeland Security Presidential Directive 12 (HSPD-12), signed on August 27, 2004, requires a Government-wide, common identification standard for all Federal and contractor employees requiring physical access to Federally controlled facilities and/or logical access to Federally controlled information systems. The goals of HSPD-12 are to enhance safety and security, increase Government efficiency, reduce identity fraud, and protect personal privacy.

HSPD-12 requires that the common identification be: (a) issued based on sound criteria for verifying an individual employee's identity; (b) strongly resistant to identity fraud, tampering, counterfeiting, and terrorist exploitation; (c) rapidly authenticated electronically; and (d) issued by providers whose reliability has been established by an official accreditation process.

HSPD-12 and its common identification standard require personal identity verification (PIV), background investigations, and suitability determinations for all affected contractor and subcontractor personnel. In accordance with FAR clause 52.204-9, Personal Identity Verification of Contractor Personnel, contractors and subcontractors must comply with EPA's master plan for implementing HSPD-12.

a) Contractor Requirements for Personal Identity Verification of Contractor Personnel (including subcontractors)

Contractor Employees Requiring Access to EPA facilities or EPA Information Systems for at Least 24 Hours a Week for at Least 6 Months: All individual contractor employees whose work under the contract requires on-site access to an EPA controlled facility or logical access to an EPA information system for at least 24 hours a week for at least 6 months a year, will be required to undergo a background investigation in order to receive an EPA Personnel Access and Security System (EPASS) badge.

To begin the PIV process, the contractor should submit to the Contracting Officer Representative (COR) within ten (10) days of contract award or contract modification with this Attachment to Work Statement "Agency Personal Verification Procedures for Contractor Personnel," the following information in electronic format via secure means using the HSPD-12 Contractor Template found at <http://epa.gov.oam/>. The template was developed to assist in the transmission of the required contractor employee information in a uniform format. The template also contains drop down menus when entering data in various data cells. Specifically, the 8 data elements, Employee Type, Program Office, Work City and State, Birth State, Birth Country, Citizenship, Previous Investigation and Investigative Agency, contain drop down menus.

- Contract number;
- Contract expiration date;
- Name, address, and phone number of the Contractor Program Manager point of contact;

- Name, date of birth, place of birth (city, state, country), and Social Security Number for all contractor employees identified above. (NOTE: This information must be protected at all times, including during transmission, according to the requirements of the Privacy Act of 1974; see <http://www.epa.gov/privacy/>);
- Employee Type, Position, Email address, Program Office, Work City and State,
- An indication of which contractor employees are foreign nationals;
- Name of each contractor employee claiming to have a previous, favorably adjudicated Federal background investigation on record, and the name of the Federal Agency that required the investigation, and the completion date.

The contract-level COR will upload this information to the Office of Administrative Services Information System (OASIS) personnel security database.

After submission of the preliminary information, the contractor will be notified by the contract-level COR or PSB when to begin providing all information on Standard Form (SF) 85P, Questionnaire for Public Trust Positions, and submit the form electronically to PSB via the Office of Personnel Management's (OPM's) Electronic Questionnaires for Investigations Processing (e-QIP) system.

Instructions for using e-QIP, filling out, and submitting the SF 85P on-line, can be found at <http://www.opm.gov/e-qip/reference.asp>. As part of the investigative and EPASS badging processes, contractor employees must be fingerprinted, photographed and provide two forms of identification, at a time and location specified by the COR. These fingerprints will be sent to the Federal Bureau of Investigation (FBI) for processing.

Contractor employees with a favorably adjudicated Federal background investigation at the National Agency Check and Inquiries (NACI) level or above, completed within the past 5 years and verified by EPA, do not require an additional investigation unless one is requested by the Contracting Officer (CO) or contract-level Contracting Officer Representative (COR). These employees must still be fingerprinted at a time and location specified by the COR.

In order to prevent any interruption of contractor services pending the completion of the OPM background investigation, the Office of Administrative Services (OAS) Security Management Division (SMD) has procedures in place to issue temporary or provisional badges.

When reporting in person, as directed by the contract-level COR, contractor employees must provide two forms of original identity source documents from the lists on Form I-9, OMB No.1615-0047, Employment Eligibility Verification (available at <http://www.uscis.gov/graphics/formsfee/forms/files/i-9.pdf>). At least one document shall be a valid State or Federal Government-issued picture identification.

Contractor Employees Requiring EPA Access for Less than 24 Hours a Week for 6 Months: These contractor employees may be subject to the above requirements, and may have limited and controlled access to facilities and information systems.

Foreign National Contractor Employees: To be eligible to work on-site at an EPA controlled facility or to access EPA information systems, a foreign national contractor employee must have been admitted to the U.S. on an Immigrant Visa or a Non-Immigrant Work Authorization Visa. Foreign nationals requiring access to an EPA controlled facility or EPA information system for at least 24 hours a week for at least 6 months a year must meet the above requirements for an EPASS badge, and in addition:

- In the "Continuation Space" on the SF 85P, provide the visa number, issuance location, and issuance date for the visa used for entry to the U.S;
- When presenting two identification source documents, as described above, provide at least one from List A on Form I-9.

When determining a foreign national contractor employee's eligibility for an EPASS badge, EPA will consider the type of visa presented (immigrant vs. non-immigrant) and the reciprocity agreement between the U.S. and the individual's country of origin. These considerations are in addition to the "red flag" issues

listed below.

Screening of the SF 85P: Information contained on the SF 85P may demonstrate that a contractor employee is not suitable to be given access to EPA facilities or information systems. PSB will screen information entered on the SF 85P prior to OPM initiating the background investigation. For individuals with admitted, derogatory information, issuance of an EPASS badge may be delayed pending further EPA review. Contractors are responsible for providing qualified personnel in accordance with requirements stated elsewhere in this contract. Contractors will only be notified by the COR if any contractor employee is found unsuitable to perform as a result of a background investigation, and must be immediately replaced by the contractor. The following are possible "red flags":

- **Employment** – Having been fired from a previous job, or having left under unfavorable circumstances within the past 7 years (Question 12 on the SF 85P);
- **Selective Service** – Failure to register with the Selective Service System; this applies to male applicants born after December 31, 1959 (Question 17 on the SF 85P);
- **Police Records** – Within the past 7 years, any arrest, charge, or conviction that has been upheld for violent or dangerous behavior or a pattern of arrests that demonstrates disregard for the law (Question 20 on the SF 85P);
- **Illegal Drugs** – Illegal use within the previous year, or drug manufacture or other involvement for profit within the past 7 years (Question 21 on the SF 85P).

b) Returning Badges

The contractor is responsible for ensuring that all badges are returned to the COR at the conclusion of the contract or when contractor on-site services are no longer required, or when an individual contractor employee leaves.

c) Subcontracts

These requirements must be incorporated into all subcontracts wherein employees'

work under the subcontract requires physical access to an EPA controlled facility or logical access to an EPA information system for 6 months or longer.

d) Appeals

Contractors have the right to appeal, in writing to the COR, a determination to deny or revoke a badge. If the COR believes an appeal is justified, he/she will forward it to:

U.S. Environmental Protection Agency
Personnel Security Branch (Mail Code 3206M)
1200 Pennsylvania Avenue, NW
Washington, DC 20460

PSB's decision on behalf of the Agency will be final and not subject to further appeal.

e) Definitions

- “EPA Information System” means an information system [44 U.S.C. 3502(8)] used or operated by EPA, or a contractor of EPA or other organization on behalf of the Agency.
- “EPA Controlled Facilities” means:
 - EPA or Federally-owned buildings or leased space, whether for single or multi-tenant occupancy, and its grounds and approaches, all or any portion of which are under the jurisdiction, custody or control of the Agency;
 - EPA or Federally controlled commercial space shared with non-government tenants. For example, if a department or agency leased the 10th floor of a commercial building, the Directive applies to the 10th floor only;
 - Government-owned contractor-operated facilities, including laboratories;
 - The term does not apply to educational institutions that conduct activities on behalf of departments or the agency or at which Federal Employees are hosted unless specifically designated as such by the sponsoring department or agency.

- *Foreign National'' means an individual who is not a United States citizen.*